



Crisis Leadership & Recovery: ISO 22361 Mastery

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Overview

Severe disruptions and emerging threats require decisive crisis leadership and recovery capabilities aligned with established international standards. This ten-day programme provides an in-depth examination of the ISO 22361 guidelines, guiding leaders through governance structures, risk detection, operational coordination, and long-term rehabilitation. Participants examine how to establish command hierarchies, steer strategic communication, and safeguard organizational reputation during extreme events. Professionals acquire practical methodologies to transition smoothly from immediate emergency response to sustainable post-incident renewal. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Crisis managers and incident response leaders tasked with emergency governance.
- Business continuity professionals responsible for organizational resilience and continuity planning.
- Risk management officers seeking to integrate crisis mitigation with enterprise risk frameworks.
- Corporate security directors managing physical, cyber, and operational threats.
- Emergency coordinators directing cross-functional response teams during critical incidents.
- Senior executives and board advisors accountable for corporate decision-making under uncertainty.
- Advisors and consultants guiding client resilience, risk assessment, and crisis readiness.

Departments and Industries

This course supports governance, risk, and operations specialists across public and private sectors requiring resilient continuity protocols.

- Risk Management and Compliance Divisions in Banking and Financial Services
- Business Continuity and Resilience Units in Healthcare and Pharmaceuticals
- Corporate Security and Safety Teams in Energy, Utilities, and Critical Infrastructure
- Operations, Logistics, and Supply Chain Groups in Global Manufacturing
- Crisis Communication and Public Relations Departments in Telecommunications and Technology
- Emergency Management and Public Safety Directorates within Government Entities

Learning Objectives

By the end of this course, participants will be able to:



- Build a strategic crisis management framework aligned with ISO 22361 recommendations.
- Deploy proactive early warning indicators to detect operational threats before escalation.
- Structure clear command, control, and coordination protocols for emergency decision-making.
- Direct internal and external communication strategies to protect reputational equity.
- Align crisis response measures with enterprise business continuity plans.
- Design structured post-incident recovery pathways to restore regular business functions.
- Conduct tabletop and functional crisis exercises to test organizational preparedness.

Course Agenda

Day 1: Foundations of Crisis Management and ISO 22361

- Principles and structural scope of the ISO 22361 standard
- Distinctions between operational incidents, emergencies, and organizational crises
- Typologies of modern crises and corporate exposure profiles
- Core capabilities and competencies required for crisis preparedness
- Establishing baseline criteria for organizational crisis readiness

Day 2: Crisis Governance, Leadership and Accountability

- Governance models and oversight structures for crisis management
- Executive roles, authority delegation, and legal accountability
- Ethical decision-making and transparency during high-pressure scenarios
- Fostering psychological safety and team resilience under duress
- Establishing the crisis management team charter and responsibilities

Day 3: Strategic Risk Detection and Early Warning Systems

- Integrating enterprise risk management with crisis anticipation
- Designing early warning indicators and horizon-scanning mechanisms
- Evaluating information credibility and intelligence reliability during ambiguity
- Risk categorization, impact thresholds, and vulnerability mapping
- Scenario formulation for high-impact, low-probability events

Day 4: Prevention Strategies and Preparedness Planning

- Proactive risk mitigation barriers and preventative controls
- Developing standard crisis management plans and playbooks
- Resource readiness, logistics pre-allocation, and facility planning
- Competency development pathways and workforce awareness programmes
- Aligning crisis preparedness frameworks with existing continuity structures



Day 5: Response Activation and Operational Coordination

- Crisis activation criteria and formal escalation triggers
- Command, control, and coordination structures for response teams
- Time-sensitive decision frameworks and situational assessment tools
- Managing operational disruptions and physical containment measures
- Conducting dynamic briefing cycles and maintaining incident logs

Day 6: Crisis Communication and Stakeholder Engagement

- Principles of message control and strategic stakeholder mapping
- Internal messaging protocols to ensure workforce alignment and safety
- Media management, press briefing protocols, and official spokesperson duties
- Countering misinformation, digital rumours, and brand exposure
- Sustaining investor, regulatory, and partner trust during disruptions

Day 7: Business Continuity and Organizational Resilience

- Assessing severe impacts on mission-critical business processes
- Activating contingency arrangements and alternate work environments
- Managing third-party dependencies, suppliers, and logistics resilience
- Safeguarding infrastructure, operational data, and technological assets
- Workforce wellbeing protocols and human capital support measures

Day 8: Post-Crisis Recovery and Rehabilitation

- Managing the operational handover from response to formal recovery
- Short-term rehabilitation versus long-term strategic restructuring
- Financial assessment, insurance claim processes, and economic recovery
- Rebuilding stakeholder confidence and brand integrity
- Conducting post-incident investigations and root cause evaluations

Day 9: Simulation Design and Capability Validation

- Methodologies for designing scenario-driven crisis simulations
- Facilitating tabletop and functional crisis exercises for executive teams
- Evaluating decision velocity, coordination friction, and communication flows
- Identifying framework deficiencies and formulating remedial action plans
- Performance benchmarking against established operational resilience criteria



Day 10: Framework Implementation and Continual Improvement

- Institutionalizing ISO 22361 guidelines across multi-site organizations
- Developing formal documentation, policy manuals, and governance records
- Audit protocols, assurance reviews, and leadership management assessments
- Cultivating a long-term culture of crisis alertness and organizational agility
- Synthesizing key insights into an actionable institutional improvement plan

Course Toolbox

- Strategic crisis management framework templates aligned with ISO 22361
- Early detection matrix and crisis threshold escalation protocols
- Executive crisis playbook checklists and decision-log registers
- Crisis communication templates and stakeholder briefing schedules
- Scenario design guides for tabletop and functional exercises

Practical Exercises

- Formulate a strategic crisis management framework adapting ISO 22361 concepts.
- Construct a threat escalation matrix linking early warning indicators to command actions.
- Draft an executive briefing and external stakeholder communication statement.
- Facilitate a structured tabletop simulation resolving a simulated operational shutdown.

Frequently Asked Questions

What prerequisites are required before attending this course?

No formal prerequisites are mandatory. A working background in business continuity, risk analysis, corporate security, or organizational leadership offers useful context for the curriculum.

How is the daily schedule structured over the ten days?

Instruction takes place over ten days, with sessions running four to five hours per day to allow thorough coverage of practical models, case reviews, and simulation exercises.

How does this programme differ from general crisis management training?

This programme focuses specifically on strategic governance, leadership psychology, and long-term recovery pathways utilizing the ISO 22361 standard, combining practical tabletop exercises with structured institutional resilience planning.



Conclusion

Organizations facing disruptive environments require prepared leaders capable of protecting people, assets, and reputation. By grounding response protocols in ISO 22361, attendees return with the strategic vision and practical tools needed to steer high-stakes emergencies and direct resilient organizational recovery.



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